

NETWORK MANAGER REPORT



JULY 2006

SUBMITTED BY Winn McInnis, General Manager

JULY 2006

OVERVIEW

Operations

July was a steady month for Alabama Interactive (AI) in preparation for the fast approaching license renewal period. Currently AI has applications live with 31 State agency partners. AI met with several partners to discuss enhancements and change management requests to their current applications in preparation for 2007 renewals. During July, AI also met with two agencies to discuss three new service requests for new applications. In addition to these achievements, there were three new applications moved to production, bringing the annual total to 13 applications for 2006.

Highlights during the month were:

- The Social Work Examiners license renewal application was put into production during the month of July. There are approximately 4,700 licensed social workers in Alabama who can now renew via the online application. Social workers renew annually throughout the year.
- The Home Medical Equipment Suppliers license renewal is now in production. This application will benefit approximately 460 suppliers who now have the ability to renew their annual license online.
- The Home Builders Licensure Board expired license renewal for corporations is now in production. This application allows home builders with an expired license to renew online.
- The Alabama Real Estate Commission (AREC) started its license renewal period in July. In the first month of renewals, AREC has experienced tremendous adoption rates of over 3,700 constituents. As a change from the last renewal period, the licensees now have to visit AREC's site to obtain their continuing education hours to input to the renewal system. While obtaining their hours, licensees can link directly into their renewal application.
- The Alabama Department of Revenue Personalized Tag application continues to increase in adoption year-over-year. The application has already seen an increase of over 27 percent compared to 2005.
- Online license sales for the Alabama Department of Conservation and Natural Resources increased almost 2 fold for the month of July. This increase does not include sales conducted through the point-of-sale system, which also experienced an increase of almost 5,000 more sales than July of last year.

Marketing

In May, Alabama Interactive designed a flyer to help recruit new agents for the Department of Conservation POS system. The flyers were mailed with the agent renewal forms. After the mailing, Alabama Interactive has added fifteen new agents to the service. Specifically AI added six new independent stores (mom & pop), six Academy Sports and Outdoors retailers, two probate offices, and one new Wal-Mart.

As another agency success, AI assisted the Alabama Board of Physical Therapy by designing a postcard to notify their constituents of the new online license renewal application. This postcard was mailed to their constituents a week prior to their renewal, to let them know of this new service. The agency started receiving positive feedback from their constituents immediately after the cards were mailed.

To help promote the popular certificate of good standing application for the Department of Revenue (ADOR), Alabama Interactive is designing “sticky notes” to be attached to each of the certificates that get fulfilled through the conventional mail-in method. ADOR staff would like to eventually have all certificates requested and issued through the online system.

Customer Service

The customer service team has been focused on the reconciliation of the 2nd Quarter for Department of Industrial Relations Unemployment payments. This application collects payments using the electronic check (ACH) method. Each quarter the customer service team has a list of customers to contact concerning accounts that have been miss keyed by the user during the payment process of the application. These customers are contacted via email and phone to collect more accurate information to re-run their original transaction.

July has also kicked off the renewal season and the customer service team is assisting visitors with their online license renewals. This team is responsible for answering questions and giving assistance based on technical difficulties, billing, and general questions. For all policy related questions, the team directs the constituent to the appropriate agency representative.

Development

In July the AI Dev-Share team discussed the topics of application security scanning and on-call guidelines and procedures. During our discussion on application security scanning we walked through how to setup an application to be scanned and the procedures to do so and keep track of reports that are generated. We also discussed a game plan for scheduling applications both Test and Production to be tested, as well as discussed the need for tests to be done after changes have been made to the application.

With a new employee on the development team a review of the on-call procedures was conducted. The review focused primarily on MVR and Wal-Mart point-of-sale calls. The dev team discussed the procedures, checklists, solutions, and steps that are taken to resolve any service interruptions if encountered on these two high volume applications.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	<ul style="list-style-type: none">· Renewal of Registered Nursing License· Reactivation of a Nursing License· Reinstatement of a Nursing License
Alabama Department of Public Safety	<ul style="list-style-type: none">· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	<ul style="list-style-type: none">· Renewal of Real Estate Licenses· Broker/Agent Certification
Alabama Secretary of State	<ul style="list-style-type: none">· Merchant Services

Completed in 2003

Alabama State Banking Dept.	<ul style="list-style-type: none">· Renewal of Small-Loan and MiniCode License· Renewal of Pawn Broker License· Renewal of Mortgage License
Alabama State Bar	<ul style="list-style-type: none">· Membership Renewal
Alabama Board of Chiropractic Examiners	<ul style="list-style-type: none">· Renewal of License· Licensee Verification
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none">· Online Hunting and Fishing Licenses· Hunting and Fishing Licenses/Point-of-Sale· Probate Court Point of Sale Hunting and Fishing Licenses· Oak Mountain Bow Hunt Registration· Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	<ul style="list-style-type: none">· Alabama State Portal
Alabama Department of Insurance	<ul style="list-style-type: none">· Merchant Services· Merchant Services for Provider Renewals
Alabama Board of Nursing	<ul style="list-style-type: none">· License verification and disciplinary status-Subscriber· Name and Address Change· LPN Renewal
Alabama Real Estate Commission	<ul style="list-style-type: none">· Instructor License Renewal
Alabama Department of Revenue	<ul style="list-style-type: none">· Sales, Use and Lodging Tax Filings· Refund Status for Individual Income Tax
Alabama Secretary of State	<ul style="list-style-type: none">· UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-“Smoke School” Registration -Smoke School Fall Registration Updates

Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates
Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed for 2006

Agency	Application	Description	Status
Alabama Licensure Board for Interpreters and Transliterators	License Renewal	This service allows professionals to renew their licenses and permits online.	This application is complete and in production.
Alabama Department of Revenue	Tax Estimations	This service allows taxpayers to file their current year tax estimations.	This application is complete and in production.
Alabama Real Estate Commission	Simple Transfers	This service allows licensees to activate or deactivate their existing license with a real estate company.	This application is complete and in production.
Alabama Department of Mental Health and Mental Retardation	Case Manager Online Subscription Services	This interactive service allows case managers to complete training and certification via the web.	This application is complete and in production.
Alabama Board of Nursing	Pay Fee/Fine Application	This will be a service to allow Nurses to pay a fee/fine online	This application is complete and in production.
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is complete and in production.
Alabama Home Builders Licensure Board	Expired individual license renewal	Allows individuals to renew expired licenses online.	This application is complete and in production.
Alabama Department of Revenue	Certificates of Good Standing	This application will allow for online access to certificates of good standing.	This application is complete and in production.

Farmers Market Authority	Shopping Cart	This will be a shopping cart Application.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Alligator Hunt	This application allows citizens to be put into a drawing for Alligator Hunting in Alabama.	This application is complete and in production
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is complete and in production.
Home Builders Licensure Board	Expired Inactive Licenses	This application will allow expired inactive home builders to apply online.	This application is complete and in production.
Home Medical Equipment Board	License Renewal	This will be an online license renewal application for sellers of home medical equipment.	This application is complete and in production.

Updates in 2006

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2006	Updates to last year's online application. Allows users to select courses and find out automatically which course they will be in.	This application is complete and in production.
Alabama Department of Industrial Relations	Workers Compensation Application Updates	This is an update to a pre-existing application for DIR	This application is complete and in production.
Alabama Real Estate Commission	Certification Updates	This is an update to a pre-existing application for AREC.	This application is complete and in production.

Alabama Board of Chiropractic Examiners	Intranet Utility	Allows the Board to generate reports for renewals of facilities	This application is complete and in production.
Department of Public Health	Provider Facility Renewal Update	Update will allow for late fees to be charged to facilities renewing late.	This application is complete and in production.
Alabama Department of Revenue	Tax Extension	Redesign allows for corporations to file extensions	This application is complete and in production.
Alabama Department of Revenue	Tax export script updates	Scripting update for exporting to Drake.	This application is complete and in production.
Alabama Department of Finance	alabama.gov V.4	2006 version of alabama.gov	This application is complete and in production.
Alabama Real Estate Commission	Application Updates for 2006	These updates have been requested to reflect 2006 changes	This application is complete and in production.
Department of Conservation and Natural Resources	Becoming an Outdoor Woman updates	Updates to the BOW application for fall 2006.	This application is complete and in production.
Alabama Board of Registration for Foresters	Updates to renewal application for 2006	Updates to the Forester renewal application for the 2006 renewal period.	This application is complete and in production.

IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is on hold by agency.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is on hold by agency.	March 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in agency testing.	April 2006
Alabama Heating and Air Conditioning Contractors Board	License Renewal	This service will allow heating and air conditioning contractors to renew their license online.	This application is in agency testing.	May 2006
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	This application is in testing.	April 2006
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	This application is in testing.	April 2006

Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in agency testing.	April 2006
Department of Education	Certification Payments	This will be an online payment service for fingerprinting and certification requests.	This application is in internal testing.	August 2006
Alabama State Board of Public Accountancy	Firm Renewals	This will be an online renewal application for accounting firms	This application is in agency testing.	July 2006
Marriage and Family Therapy Board	License Renewal	This will be an online license renewal application for therapists.	This application is in agency testing.	August 2006
Alabama Board of Physical Therapy	License Renewals	This will be an online license renewal application for physical therapists	This application is in agency testing.	July 2006
Alabama State Board of Chiropractic Examiners	Application Updates for 2006	These updates will allow payments via AMEX and eCheck	This application is in agency testing.	August 2006
Coastal Birdfest	Coastal Birdfest Merchant Services	This application is a merchant service for Coastal Birdfest	This application is in agency testing.	August 2006
Alabama Department of Revenue	Privilege, Shares, Extensions (PSE)	This application will allow citizens to pay for their business taxes online	This application is in agency testing.	July 2006
Real Estate Appraisers Board	2006 updates to renewal application	Updates for 2006 rules	This application is in agency testing	August 2006
ISD	IT Strategic Planning Application	Application for IT Strategic Planning	This application is in agency testing	August 2006

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for exams.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2006
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Board of Cosmetology	License Renewals	This application will allow Cosmetologists to renew their license online.	This application is in the pre-project planning phase.	November 2006
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in the pre-project planning phase.	July 2006
Alabama Board of Pharmacy	Application Updates for 2006	These updates have been requested due to Board changes for 2006	This application is in the pre-project planning phase	September 2006
Alabama Board of Registration for Foresters	Initial Application	This application will allow new Foresters to apply for a license online	This application is in the pre-project planning phase	December 2006

Alabama State Board of Chiropractic Examiners	Facility Renewal Application	This application will allow facilities to renew its license online	This application is in the development phase	August 2006
Alabama Agriculture and Industries	Pesticide Education Tracking	This application will allow for online education tracking	This application is in the pre-project planning phase	August 2006
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	This application is in the pre-project planning phase	September 2006
Alabama Board of Professional Engineers and Land Surveyors	Certificates of Authorization	This application will allow facilities to renew their licenses online	This application is in the pre-project planning phase	TBD
Alabama Department of Conservation and Natural Resources	Park Reservation System	Application to allow citizens to reserve camp sites	This application is in the pre-project planning phase	January 2007

SERVICE REQUESTS

Service Request #108

Alabama Department of Public Health– EMS Facility Renewals

Alabama Interactive requests and recommends that this service for the Alabama Department of Public Health is added to the network as a charge service. The EMS facility renewal application will be developed at no cost to ADPH.

Service Request #109

Alabama Department of Revenue- Initial Returns CPT

Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network as a charge service. The CPT application will be developed at no cost to ADOR.

Service Request #110

Alabama Department of Revenue- Initial Returns PPT

Alabama Interactive requests and recommends that this service for Alabama Department of Revenue is added to the network as a charge service. The PPT application will be developed at no cost to ADOR.

MONTH IN REVIEW

Total July AI Network Transactions:	171,442
Average Successful Request per Day:	5,530
Total July alabama.gov Visitors:	189,390
Total July alabama.gov Page Views:	760,620
Total July alabama.gov Chats or Offline Messages from Live Help:	437

OPERATIONS & ADMINISTRATION

Alabama Interactive hired a new client services representative to assist in the increased call volumes as new agencies continue to participate in eGovernment. Erin was previously employed with the Montgomery Advertiser as a customer service representative for the online department. The search is continuing for an additional developer position and a possible developer intern position.

OTHER BUSINESS/IN CLOSING

In closing, July was a fast-paced month with the completion of several application upgrades and the launch of three new services. A group of agencies started their license renewal period and seem to be receiving strong year over year adoption rates.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,

Winn McInnis